

Organizational & Employee Development Services
Workshop & Training Manager's Meeting
January 20, 2010
DOP 2 – Classroom #4

- Welcome/Agenda Overview (David Norman)
 - Introductions by those present, including those attending by phone. Training Managers can locate relevant information about [Training Manager Meetings](#) and other training information on the new DOP website.
- Follow-up on DOP Budget (Scott Turner)
 - Approximately ½ of the OEDS training staff will be laid off by the end of February, 2010. At this time it is unclear what individuals will land in the positions that remain. OEDS is working on a communication plan that would keep Training Managers privy to any changes/updates within the organization. Updates will be posted on the Training Manager listserv's , DOP's website, and presented at future Training Manager meetings.
 - DOP's intent is to meet agency needs by continuing to offer open enrollment and single agency classes. Classes are currently scheduled through the end of June, 2010. Classes starting July, 2010, won't be scheduled until at least the end of April when the RFQQ process is completed.
 - The Organizational Development service is being transferred to the Department of General Administration (GA). DOP will not continue to offer OD services. DOP will keep the Training Managers updated on how they can work with GA in the future to utilize this service.
- Training Survey Results (David Norman)
 - From 12/18/2009 to 01/04/2010 OEDS conducted a training survey that was sent to the Training Managers. The survey was sent to gather information about what classes the training community felt DOP should continue to offer, were mandatory for their agency, and of the mandatory classes those that agencies instructed themselves. Complete survey results are posted to the [Training Manager web page](#).
 - Survey results indicate the following:
 - 37 responded from 36 different agencies
 - All classes had received at least 5 affirmative votes for DOP to continue offering
 - 70 different classes were considered mandatory by at least one agency (All agencies considers different classes mandatory. Therefore, the identified 70 courses aren't necessarily driven by RCW's, WAC's, or Executive Order).
 - 32 of those 70 mandatory classes are taught by at least one agency's staff
 - Training Managers suggested the following 4 new course topics for DOP to offer:
 1. Emotional Intelligence
 2. Leading the Four Generations
 3. Dysfunctional Work Teams (*DOP already offers this course*)
 4. ½ day Performance Management training (*DOP offers a 1-day course, and will examine the options for a ½ course*).

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- The top courses, receiving 20 or more votes are:

▪ Sexual Harassment Awareness and Prevention	▪ Writing Documents in Plain Talk
▪ Ethics in State Government	▪ Crucial Conversation
▪ First Aid/CPR	▪ Supervision Essentials
▪ Interpersonal Conflict Management	▪ Investigator Training Core
▪ Just Cause	▪ Performance and Development Plan
▪ Interpersonal Communication Skills	▪ Defensive Driving
▪ Presentation Skills	▪ Violence in the workplace
▪ Writing Skills	▪ Determining Competencies Through Job Analysis

- Melanie Reynolds – OEDS will be hosting an intern, Jou-Chi, from UW's Evans School of Public Affairs for the Winter 2010 and Spring 2010 quarters. Jou-Chi will be working with OEDS to design a statewide training needs assessment and to fully incorporate Kirkpatrick Levels 2 and 3 training outcome assessments into DOP's leadership development programs.
- eLearning Development – Training Managers were asked to identify 3 courses they felt DOP should put online. Submissions were collected during the meeting. OEDS will present the list of recommended courses at the next Training Manager meeting on February 17th.
- RFQQ – 117 contractors successfully made it through tier one of the RFQQ process. OEDS is requesting assistance from the training community to help review all tier two evaluations. Evaluations will be reviewed during the week of Feb. 19 - 26, 2010. Pre-evaluation training will be conducted on January 26th and 28th at the Department of Personnel. The RFQQ schedule is posted on the [Training Managers web page](#). If you would like to volunteer, please contact Cindy Mayo at 360-664-6778 or email Cindy.Mayo@dop.wa.gov.
- TM Development Opportunities (Cindy Mayo)
 - Jim Rough will be presenting at the next Training Manager meeting. Jim is owner and founder of the training company Dynamic Facilitation. Jim will be conducting "Wisdom Counsels" a course on extracting the wisdom within an organization and utilizing it a departments benefit.
 - Over the next year, OEDS will try to incorporate different courses into the Training Manager meeting that were identified by Training Managers at a previous meeting.
- Roundtable (All)
 - Question was brought forth, "Do agencies share their training with other agencies when they have vacancies"? (excludes training contracted through DOP). Many agencies answered Yes. The group recommended that agencies use the Training Manager listservs to notify other agencies of vacancies to promote better cross-agency collaboration and the sharing of resources.

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- DOT – In the process of designing an eLearning design guide. Intent of the guide is to take a process approach instead of a software approach. Dave Acree will share DOT's findings with the Training Managers when the project is completed.